

The flowchart illustrates two parallel processes for order fulfillment, comparing a traditional courier model with a new model involving errand centers.

Traditional Model (Left Side):

- 10** Customer Order(s) Entry via Web
- 12** Merchant Made Aware of Order
- 14** Merchant Packs Order (Illustrated with a person packing a box)
- 16** Courier Receives Notice to Pickup Orders
- 18** Courier Transmits optimum packing and bundling instructions
- 20** Courier Routes Pickup Truck
- 22** Courier Picks Up from Merchant (Illustrated with a truck)
- 24** Delivery to Errand Center A (Illustrated with a truck)
- 26** Errand Center (Illustrated with a storefront)
- 28** Walk in Customer (Illustrated with a person)
- 30** Home Delivery Customers (Illustrated with houses)

New Model (Right Side):

- 10'** Customer Order(s) Entry via Web
- 12'** Merchant Made Aware of Order
- 14'** Merchant Packs Order (Illustrated with a person packing a box)
- 22'** Courier Picks Up from Merchant (Illustrated with a truck)
- 24'** Delivery to Errand Center A (Illustrated with a truck)
- 26'** Errand Center (Illustrated with a storefront)
- 26''** Errand Center (Illustrated with a storefront)
- Delivery By Nationally Oriented Courier** (Illustrated with a truck)

Flow and Connections:

- Arrows from **10** and **10'** lead to **12** and **12'** respectively.
- Arrows from **12** and **12'** lead to **14** and **14'** respectively.
- Arrows from **14** and **14'** lead to **22** and **22'** respectively.
- Arrows from **22** and **22'** lead to **24** and **24'** respectively.
- Arrows from **24** and **24'** lead to **26** and **26'** respectively.
- An arrow from **26** leads to **28** (Walk in Customer).
- An arrow from **26'** leads to **26''**.
- An arrow from **26''** leads to **Delivery By Nationally Oriented Courier**.
- An arrow from **20** (Courier Routes Pickup Truck) leads to **24** (Delivery to Errand Center A).
- An arrow from **24** leads to **16** (Courier Receives Notice to Pickup Orders).
- An arrow from **24'** leads to **16**.
- An arrow from **24''** leads to **16**.

Figure 1

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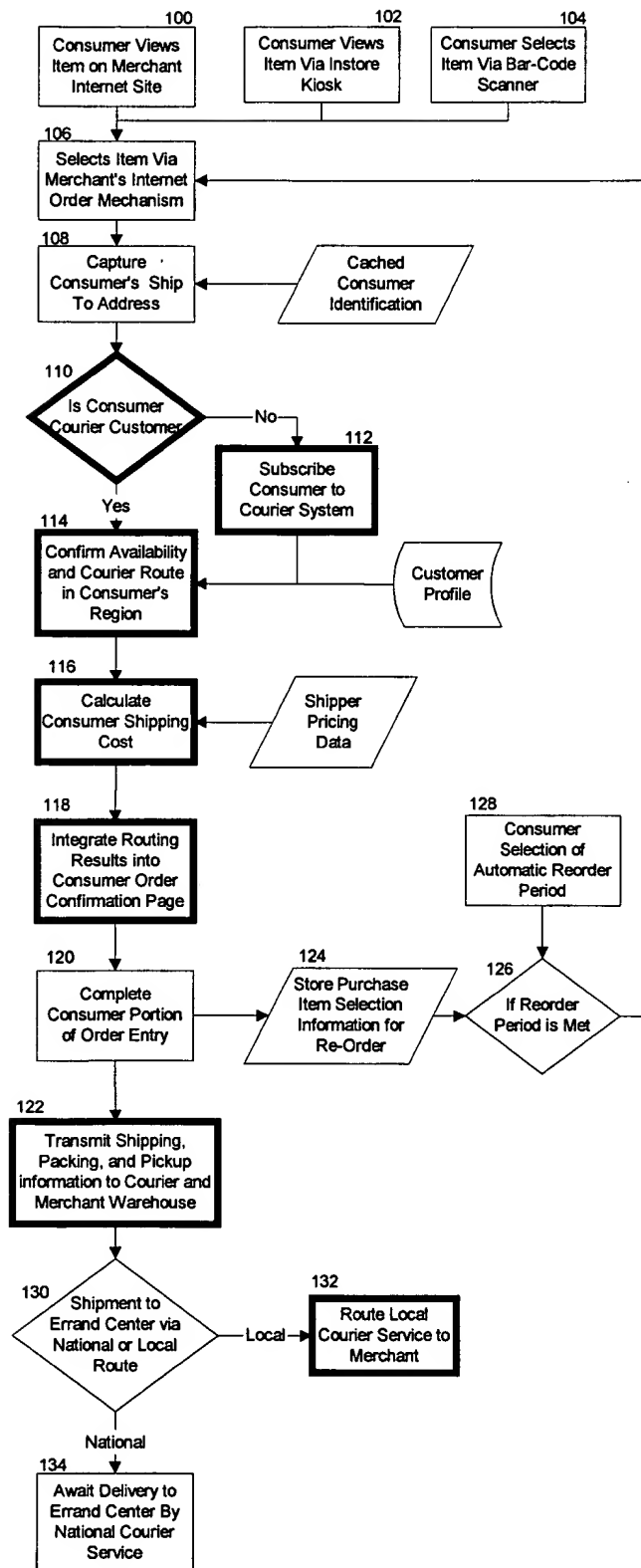


Figure 2

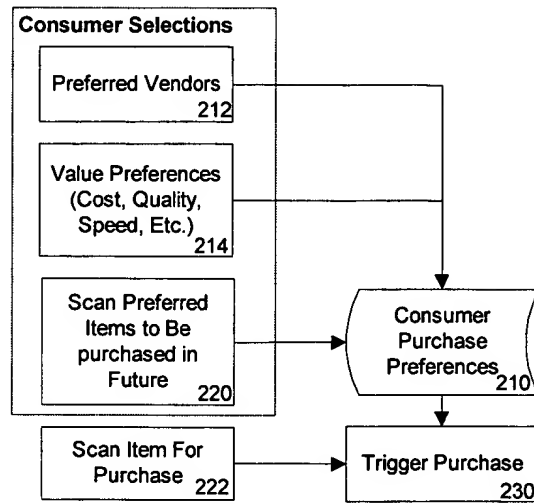


Figure 3